EOTSS VPN Support: VPN Client install/uninstall for Secretariats and Agencies on EOTSS SCCM

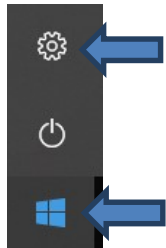## Contents

Prepared by the Massachusetts Executive Office of Technology Services and Security
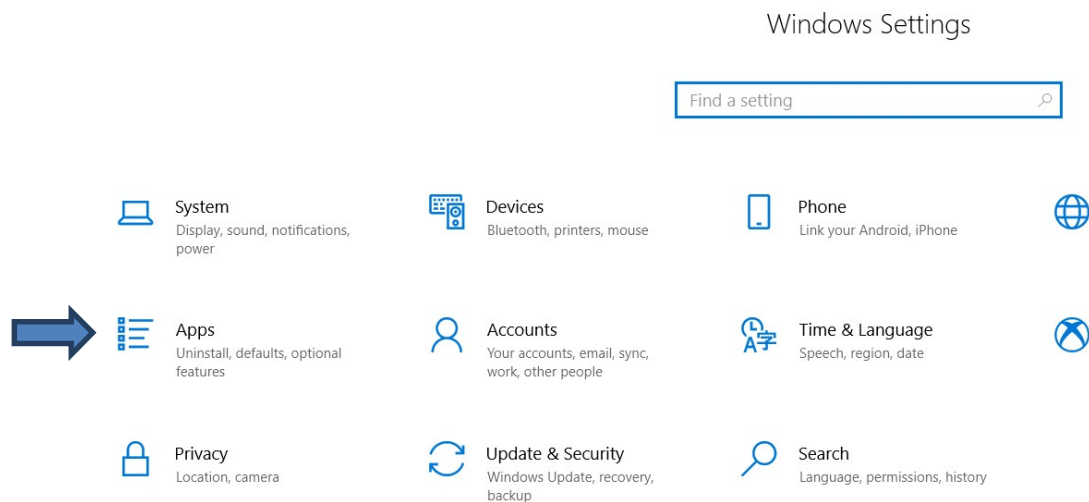*Last Updated: June 11, 2020*

How to determine if the Verizon VPN client is installed on your PC:

If the Verizon VPN client is installed on your PC, it will appear in the "Apps & Features" Windows Settings menu.

You can find "Apps & Features" by clicking on the Windows icon in the lower left-hand corner of your screen, then the settings icon, then select "Apps".

Settings

Windows Settings

Find a setting

System
Display, sound, notifications, power

Devices
Bluetooth, printers, mouse

Phone
Link your Android, iPhone

Apps
Uninstall, defaults, optional features

Accounts
Your accounts, email, sync, work, other people

Time & Language
Speech, region, date

Privacy
Location, camera

Update & Security
Windows Update, recovery, backup

Search
Language, permissions, history

Alternatively, you may use the "Type here to search" magnifying glass (on the task bar at the bottom of your screen) and entering "Apps"; select "Apps & Features".

If the Verizon VPN client is installed on your PC, you will see "**Pulse Secure 5.1**" in the list.
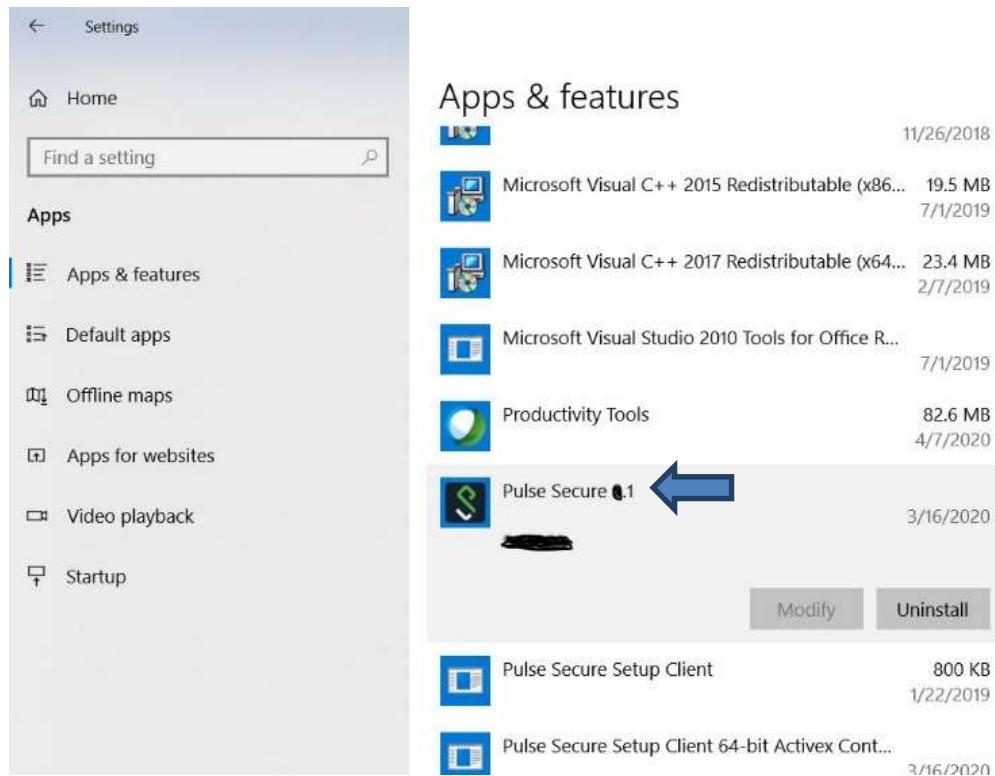
How to uninstall the Verizon VPN client and install the Commonwealth VPN client:

The VPN Client install/uninstall package is available via Software Center for Secretariats/Agencies that are on the EOTSS SCCM. This package will both uninstall the Verizon VPN client and install the Commonwealth VPN client.

**Before you begin, please be sure to close your VPN client if it is open.**

You can find Software Center by clicking the "Type here to search" magnifying glass (on the task bar at the bottom of your screen) and entering "Software Center"; select "Software Center".
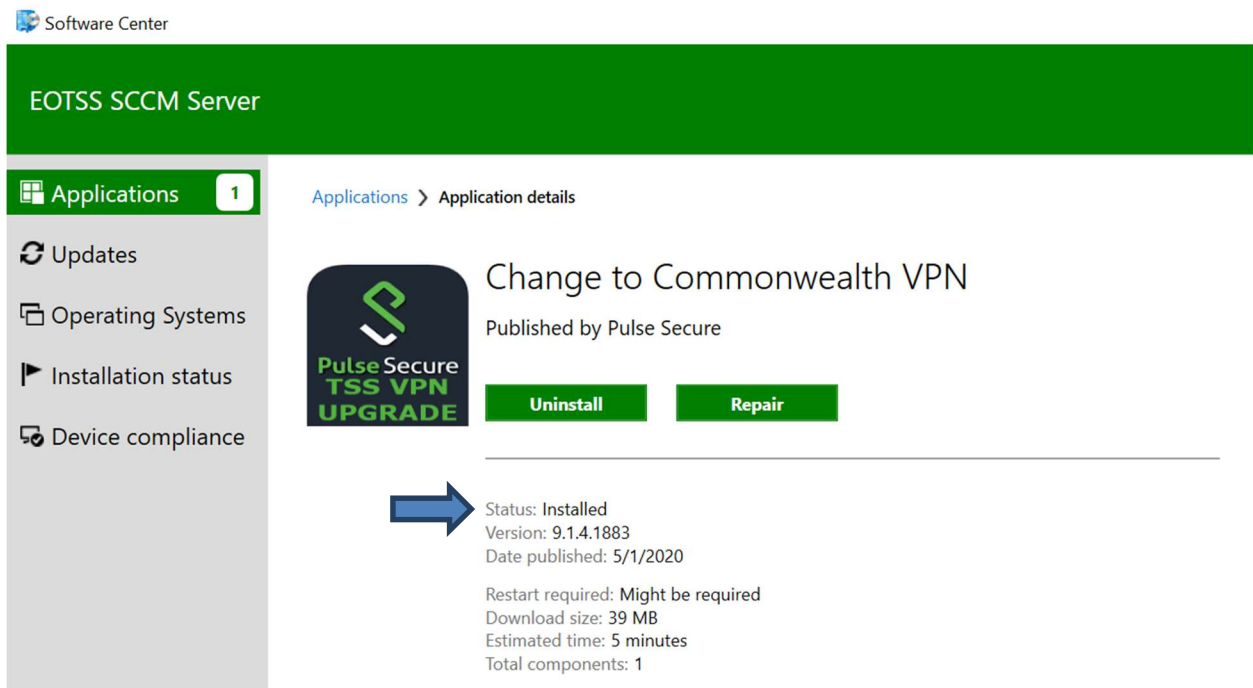

Select "Applications" from the left-hand menu. Select "Pulse Secure TSS VPN Upgrade".
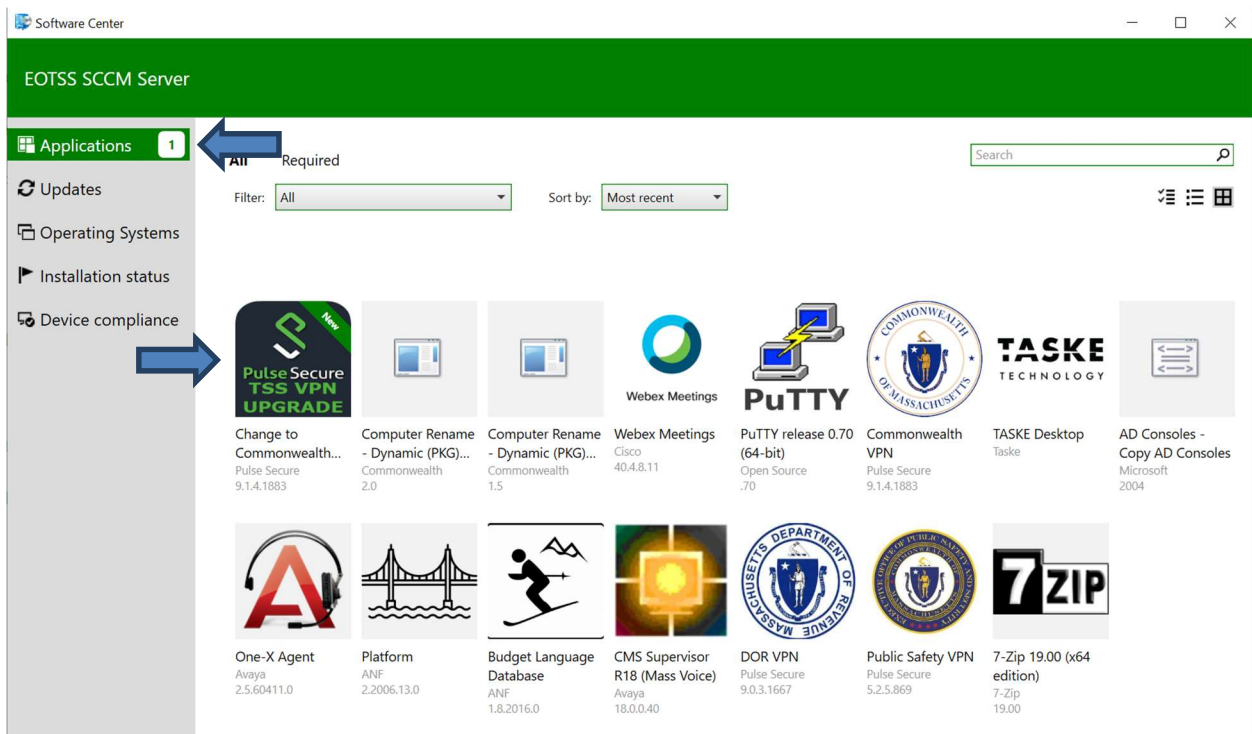
The following screen will appear; click "Install".
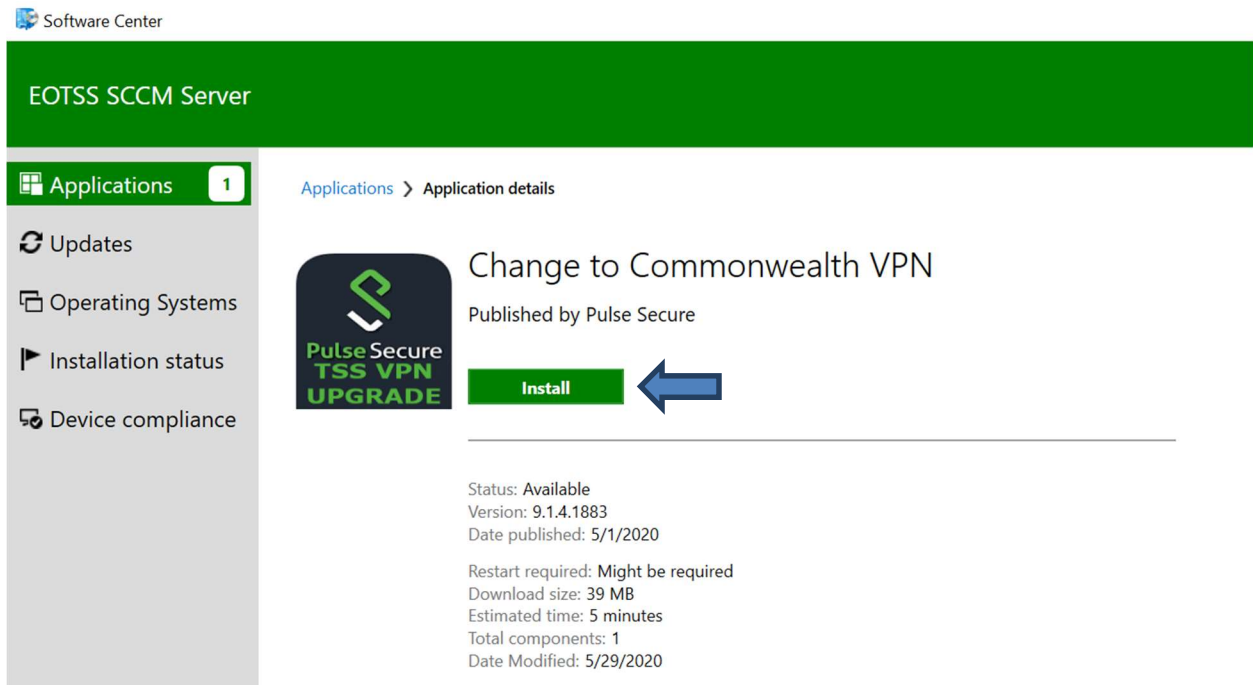
Once the installation is complete, you will see the below message, indicating that you have successfully uninstalled the Verizon VPN client and installed the Commonwealth VPN client! Almost there…

LAST STEP: Close all windows and reboot your PC. *If you do not reboot your PC before launching the VPN client, the client will not load and will hang at "connecting".*

You are now ready to use the Commonwealth VPN!

COMMON ERRORS and how to troubleshoot:

ERROR MESSAGE:

"Unable to launch application – You do not have access to this application or this application has been removed."
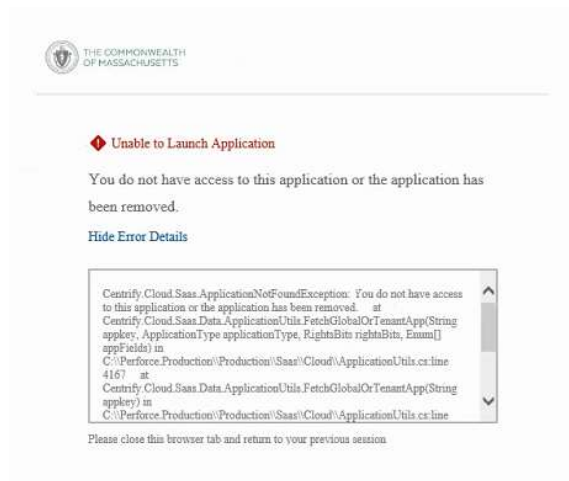

WHAT THIS MEANS:

This can mean one of two things:

1. Pulse is attempting to log in with bad stored credentials (when this happens, you are NOT prompted to enter log in information); or
2. You do not have the correct VPN Role assigned to your account in the iDaptive/Centrify admin portal.

HOW TO RESOLVE:

1. Open Internet Explorer. *Note: if you do not see Internet Explorer on your desktop or taskbar, you can find it by typing "Internet Explorer" in the "Type here to search" magnifying glass (on the task bar at the bottom of your screen).*
2. Navigate to Tools -> Internet Options.
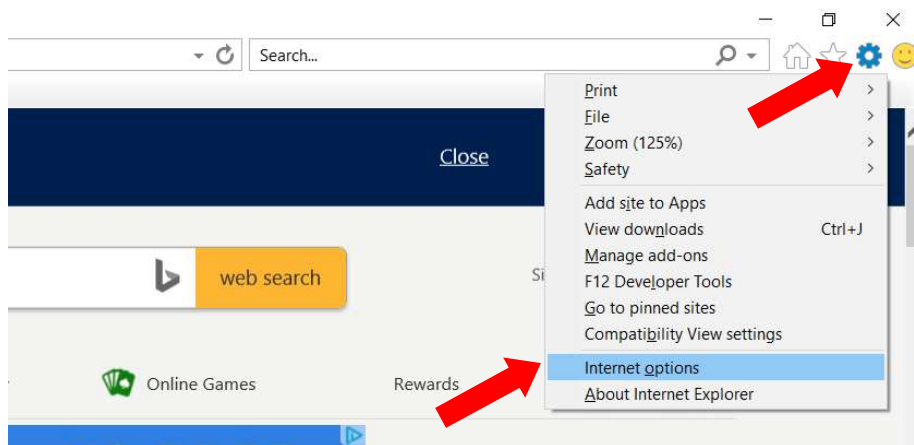
3. On the "General" tab under Browsing history, click "Delete". Uncheck "Preserve Favorites website data", then click "Delete".
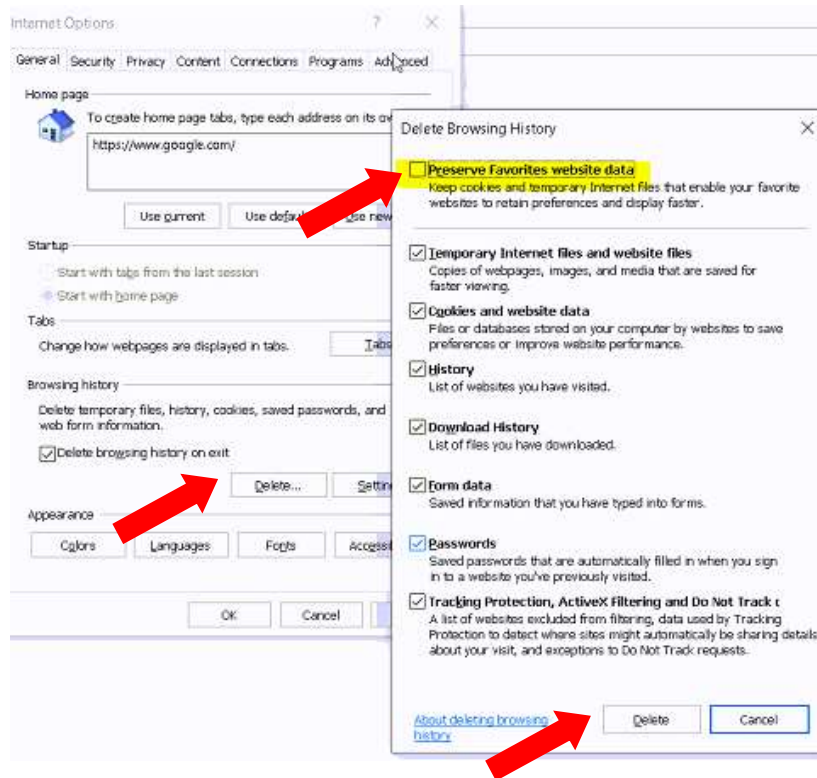
4. Close all open internet browsers.
5. Open the Pulse Secure Client and click "Connect" – this should now bring up the Centrify log in window where you can log in using the correct credentials.

If clearing your browsing history does not work, the problem is most likely that you do not have the correct VPN Role assigned to your account in the iDaptive/Centrify admin portal. Please reach out to the EOTSS End User Service Desk to resolve this issue.

The EOTSS End User Service Desk may be reached either by phone at 844-435-7629 or online by logging in to the ServiceNow portal.

HELPFUL LINKS

Commonwealth VPN Service
https://www.mass.gov/commonwealth-vpn-service

Commonwealth VPN FAQs
https://www.mass.gov/info-details/commonwealth-vpn-faqs

Commonwealth VPN Eligibility and Requirements
https://www.mass.gov/info-details/commonwealth-vpn-eligibility-and-requirements

How to use the Commonwealth VPN
https://www.mass.gov/info-details/how-to-use-the-commonwealth-vpn

Request IT support or services
https://www.mass.gov/how-to/request-it-support-or-services

ServiceNow Portal
https://massgov.service-now.com/sp